

Introduction of HKCT IT Service

HKCT IT Helpdesk provides support to the application of information technology for the activities related to teaching and learning.

In order to assist students in online learning, we established a one-stop Student Portal for students (referred to as SSO) to obtain the information and services about the study at HKCT. After login the Student Portal, you will find the services as below:

- Blackboard (referred to as BB) – A online learning platform that offers a wide range of various learning tools which include downloading courses materials, participating in the discussion board, getting latest announcement, and also support collaboration. Students can also participate in the online classroom through the platform.
- Microsoft 365 (referred to as M365) – It combines email, calendar, file storage and sharing, online Office application and other collaboration tools available to all students. Students are able to access the tools in M365 via mobile apps or browsers and are authorized to download and install the Microsoft Office for personal computers and mobile devices.
- Library e-resources - access the library electronic databases through student portal and reading e-books.
- Study Records - As a kind of management information system, you can find or update the personal information, emergency contact, check study grades, tuition fee records and activity records, etc.

If you have any problems or queries, you can visit our IT helpdesk website at <https://helpdesk.it.hkct.edu.hk> to check out the common questions and solutions. Besides, you can contact us by following methods, you will get the reply on same day or in the following business day.

Email : helpdesk@it.hkct.edu.hk

Hotline : [8202 2231](tel:82022231)

WhatsApp : [9256 9379](tel:92569379)

Use of Student Portal

In order to let new student understand how to use the major features in SSO, we prepared a tutorials with textual and video. Please try to login SSO and select the subject “Experiencing Online Classroom” . Then enter the online classroom and select “Lesson 1” .

1. [Login SSO and activate your SSO account \(Video\)](#)
2. [Activate SSO account \(Video\)](#)
3. [Use BB online classroom \(Video\)](#)
4. [Use M365 to download Microsoft Office and login \(Video\)](#)
5. [Login of SSO and new features \(Textual Version\)](#)
6. [SSO Information Page](#)

Computer Center and Laptop Borrowing Service

There are 3 free self-access computer centers to support HKCT students on their learning and studies after lesson time. The basic software like Microsoft Office, common browsers and PDF reader are available to use. Printing, photocopying services are also available at charge at each Computer Center. Students can use their HKCT student card to access the Computer Centers and borrow laptops.

Opening hour of HKCT Computer Centers :

	MUC	MOS	HMT
Monday – Friday	09:00 - 21:00	10:00 - 19:00	09:00 - 21:00
Saturday	09:00 - 17:00	Closed	11:00 - 20:00
Sunday, School and Public Holiday	Closed		

Opening hour of Laptop borrowing service :

	MUC 7/F Library	MOS G/F Language Center	HMT G/F Library
Monday – Friday	09:00 - 21:00	10:00 - 19:00	09:00 - 21:00
Saturday	11:00 - 20:00	Closed	11:00 - 20:00
Sunday, School and Public Holiday	Closed		

Wi-Fi Service

To cope with the need of online learning, the Wi-Fi service was established in MUC, MOS and HMT campus. Students can have access to Wi-Fi via SSO account. Please refer to the guideline according to the type of your device as below:

- [Android](#)
- [IOS](#)
- [Windows 8 & Windows 10](#)

Beside the campus Wi-Fi service, HKCT has collaborated with CSL Wi-Fi so that HKCT students can use the Wi-Fi service via widespread [CSL's WiFi hotspots](#) throughout Hong Kong. The hotspot Wi-Fi SSID name is "Universities via CSL" and the setup steps are the same as those for "ctWiFi".